

MEETING MINUTES

Project Name: IPRS	Doc. Version No: 1.0	Status: Final
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Meeting Name: IPRS Core Team Meeting
Facilitator: Eric Johnson, DMH
Scribe: Marcus Jeffers
Date: 08/22/2007
Time: 10:30 – 11:30 a.m.
Location: Hargrove, Conference Room D

IPRS Core Team Attendees:

- ✓ Rick Kretschmer
- Sarah Harris
- ✓ Cheryl McQueen
- ✓ Eric Johnson
- Gary Imes
- Joyce Sims
- ✓ Rick DeBell
- ✓ Thelma Hayter
- ✓ Marcus Jeffers

Others:

- Tim Sullivan
- ✓ Jamie Herubin
- Sandy Flores
- ✓ Mike Frost
- ✓ Myran Harris
- Chris Ferrell
- ✓ Deborah LeBlanc
- Cathy Bennett

Attendees:

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|-----------------------------------|-----------------------------|
| ✓ Alamance-Caswell | ✓ Onslow-Carteret |
| ✓ Albemarle | ✓ OPC |
| ✓ Catawba | ✓ Pathways |
| Centerpoint | Piedmont |
| ✓ Crossroads | ✓ Sand Hills Center |
| Cumberland | ✓ SE Center |
| ✓ Durham | ✓ SE Regional |
| Eastpointe | ✓ Smoky Mountain |
| ✓ East Carolina Behavioral Health | ✓ TidelandThe Beacon Center |
| Five – County MHA | ✓ Wake |
| Foothills | ✓ Western Highlands |
| ✓ Guilford | |
| ✓ Johnston | |
| ✓ Mecklenburg | |

Item No.	Topics
	<ol style="list-style-type: none">1. Roll call2. Please mute phones or refrain from excess activity to help with communications. Please state your name and which “area program” you are from when you speak. Also, please do not place IPRS Core Team call on hold because of potential distraction to call discussion.3. Upcoming Check-writes (cut-off dates) –4. Agenda items<ul style="list-style-type: none">• Timely Filing Cutoff Dates• IPRS 1-800 Option Change• Beta Test (NPI) Requirements review• IPRS/MMIS Questions or Concerns• Melissa Data5. DMH and/or EDS concluding remarks<ol style="list-style-type: none">a. For North Carolina Medicaid claim questions / inquires please call EDS Provider Services at 1-800-688-6696 or 1-919-851-8888 and enter the appropriate extension listed below or 0 for the operator.<ol style="list-style-type: none">i. Physician phone analyst (i.e. Independent Mental Health Providers)-4706ii. Hospital phone analyst (i.e. Enhanced Service Providers / LMEs) - 47076. Roll Call Updates

Next Meeting: June 20, 2007

For assistance with IPRS claims, adjustments, R2Web, accessing application, etc.
 Call the IPRS Help Desk – 1-800-688-6696, option 4 or 919-816-4355
 M-F, 8 a.m.-4:30 p.m., excluding holidays.

IPRS Question and Answer email address – iprs.ganda@ncmail.net

ADMINISTRATION NOTES (10:30 a.m. AREA PROGRAMS CONFERENCE CALL)	
Item No.	Topics
1.	Roll Call
2.	Please mute phones or refrain from excess activity to help with communications. Please state your name and which “area program” you are from when you speak. Also, please do not place IPRS Core Team call on hold because of potential distraction to call discussion.
3.	<u>Upcoming Check-writes</u> (cut-off dates) No check write this coming week.
4.	<p><u>Agenda items</u></p> <ul style="list-style-type: none"> • <u>Concern of Previous Checkwrite</u> • <u>Timely Filing Cutoff</u> Travis continued with a reminder that the last check write in October (10-25-2007) will be the cutoff for timely filing in order to pay claims for fiscal year '06 – '07. • <u>IPRS 1-800 Number Option Change</u> Travis continued with reminding everyone of the user alert that had just been sent to all IPRS distribution lists. Jamie Herubin continued with more details of the change. He said that effective Monday, August 27 2000 changes are being made to the EDS 800 number automated attendant telephone line. As a result, there will be a new option for the IPRS Helpdesk. Instead of entering extension 53355 for the IPRS Helpdesk, the new option to select will be option 4 from the main 800 number menu. No other steps will change. • <u>Beta Test (NPI) Requirements Review</u> Travis continued by requesting that area programs continue to send files in for beta testing. • <u>IPRS/ Medicaid Questions & Concerns:</u> Q: Kelly (Durham): – I’m not getting any emails from the IPRS distribution lists, nor user alerts or anything like that. I don’t know if I’m the only one. A: Jamie (IPRS): Kelly, we will take a look at it and definitely make sure your email address exists in the distribution listing. Your email address hasn’t changed, has it? Q: Kelly (Durham): No it hasn’t. A: Jamie (IPRS): Ok, we’ll take a look at it. A: Travis (DMH): Kelly, didn’t you email me a couple weeks ago saying that everything that I had sent out to you – you received 10 days later? Q: Kelly (Durham): I did, but now I’m not getting anything again. A: Travis (DMH): Ok. Q: Kelly (Durham): I mean, I will address this issue to our side as well. I just didn’t know if anyone else was having this problem. Q: Cheryl: (DMH): Kelly, you’ve had this problem before haven’t you? A: Kelly: (Durham): Yes, and it was something on the EDS side that had to be fixed. I think that Mike Frost helped. So if that could be looked at again I would appreciate it.

	<p>A: Jamie (IPRS): Yes, we will look into it Kelly. Also, If you are having problems with receiving emails from the state too there maybe something there. However, we will definitely look on our side and make sure that we're not impacting you in any way.</p> <p>Q: Kelly (Durham): Thanks.</p> <p>Q: Jeanna (Catawba): This morning I could access IPRS and now I can not. I did send an email that I can't access the website at all now.</p> <p>A: Jamie: (IPRS): Is anyone else having this issue? Jeanna, I'm just curious but is it your machine or are other people within your facility having this problem?</p> <p>Q: Jeanna (Catawba): It's other people here too. I finally got Report to Web working here yesterday. I was able to access it this morning. Now I can't access anything at all. I didn't know if it had anything to do with something that IPRS was doing over the weekend and was still fine tuning or not.</p> <p>A: Jamie (IPRS): At this point, we feel like most everything has been fine tuned. You also may want to take a look at the email that I had earlier sent out and click on the hyperlink within the email and see if you directed to the correct site.</p> <p>Q: Jeanna (Catawba): Ok. Thank you.</p> <p>• <u>Melissa Data</u> Cheryl continued with information on Melissa Data. She said that this is a process that will run and automatically update the 4 digit extension of your zip code based on the addresses that are in the system. This process will run on or about the beginning of September. The issue is that for IPRS attending providers where everyone enrolled with the "I" numbers. For example, for Wake County it would be the IWKM001 number. These cases are the ones where the 4 digit extension will need to be changed or they will inherently have the same address. IPRS will not be updating or changing anything that starts with the letter "I". The system will bypass all of these checks. She reminded everyone that any zip codes for these numbers such that they would be unique will stay that way as long as the attending provider numbers starts with at "I". There will be subsequent reports that will run in order to inform everyone of which zip codes have been changed. She then opened the phone lines for any questions.</p> <p>Q: Kelly (Durham): So if there is already one in there and the IPRS job running recognizes that the zip code is incorrect it will change it?</p> <p>A: Cheryl (DMH): Yes, it will. Unless the provider number starts with an "I".</p> <p>Q: (Western Highlands): What exactly was the reason for doing this?</p> <p>A: Cheryl (DMH): For the NPI Solution, if there are multiple provider numbers that have the same NPI number. One of the things that we look at in deciding which provider number to pick is the zip code that comes in on the claim. We will then compare it to the zip code that we have on the database. So we want to be sure that we have the correct zip code.</p> <p>Q: (Western Highlands): So your process is just updating the 4 digit extension</p> <p>A: Cheryl (DMH): If the 4 digit extension does not exist the program will add it to the record. If the 4 digit extension does exist and is not correct based upon what the US Postal Service records, then it will be updated. There will then be a report produced from this process to show what it was before and what it was changed to.</p> <p>Q: Catawba: There was an issues last week with direct enroll providers and having to resubmit packages. Did this issue get resolved?</p> <p>A: Kris (IPRS): DMA is currently still reviewing that process and all subsequent</p>
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	<p>information will be posted to the IPRS Q & A.</p> <p>_____</p> <p>DMH and/or EDS Concluding Remarks:</p> <p>For North Carolina Medicaid claim questions / inquires please call EDS Provider Services at 1-800-688-6696 or 1-919-851-8888 and enter the appropriate extension listed below or 0 for the operator.</p> <ul style="list-style-type: none">○ Physician phone analyst (i.e. Independent Mental Health Providers)-4706○ Hospital phone analyst (i.e. Enhanced Service Providers / LMEs) - 4707 <p>Roll Call Updates</p>
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